



## CITY OF DURHAM

DEPARTMENT OF WATER MANAGEMENT  
101 CITY HALL PLAZA • DURHAM, NC 27701  
919-560-4381 • FAX 919-560-4479  
www.durhamnc.gov

## IMPORTANT NOTICE: WATER PRESSURE INCREASE

Re: Water Pressure Increase in Your Area

Dear City of Durham Water Customer:

The City of Durham is making improvements to the water distribution system that will increase pressures and fire flow availability in your area. This creates a new pressure zone referred to as the Southeast Pressure Zone; the improvements include a new 1.5 million gallon elevated water storage tank on Page Road as well as other new pipes and valves.

The transition for water customers within the affected area will occur between 6:00 am and 8:00 am on Wednesday April 13, 2016. This transition will result in a potential increase of up to 20 pounds per square inch (psi) in water pressure for affected water customers.

A majority of the properties in this area are likely to have pressure close to or greater than 80 psi after the transition. In order to minimize impacts of the pressure increase, a pressure reducing valve (PRV) may be required; this will meet the North Carolina Plumbing Code requirements for water services with a delivery pressure of greater than 80 pounds of pressure. ***It is very important that you please verify that you have a PRV. If you do not currently have a PRV, you will need to have one installed no later than April 1, 2016.*** The PRV will prevent damage to pipes, washing machine hoses, water heaters, softeners, etc. Generally, the PRV will be located inside the home/structure very close to where the water service line comes into the house. Most will have a circular shape (see diagrams.) If you have a separate irrigation service and meter, the PRV is often in the meter box itself.

***It is the responsibility of the homeowner/property owner/business owner to verify and/or install a PRV. The City of Durham will not be responsible for any property damage that may occur as a result of this increase in pressure.*** Please be sure to check your plumbing system to identify components and appliances that may be prone to failure with higher pressures such as washing machine hoses and hot water heaters.

Finally, please make plans now to monitor your plumbing system for two to three days after the transition on April 13<sup>th</sup>. If you cannot be at home or if you are a landlord/property manager for a vacant property, you should ensure that someone is present at the property to keep an eye on the plumbing system. Otherwise, turn off the water supply at the shutoff valve inside the structure until someone can be present to monitor the system.

If you have questions or emergencies during the pressure switch on the morning of April 13<sup>th</sup> please contact Durham One-Call at 919-560-1200 between 8:00 am and 5:00 pm. or the Water & Sewer Maintenance On-Call staff at 919-937-8109

For the latest updates on the project, visit the City's website, [www.durhamsaveswater.org](http://www.durhamsaveswater.org).

If you have any questions during the period prior to the pressure increase, feel free to contact me at 919-560-4381 ext. 35283 or [robert.gasper@durhamnc.gov](mailto:robert.gasper@durhamnc.gov).

Sincerely,

Robert Gasper, PE – Project Manager

CC: Don Greeley, Director, Water Management

Jerry Morrone, PE, Utility Engineering Supervisor, Water Management

Junior Mobley, Asst. Superintendent, Water & Sewer Maintenance, Water Management



Diagram A



Diagram B



Diagram C